

WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

Ohio

State of Respondent

6/26/2012

ETC's Included In This Report

	LEGAL ENTITY NAME	SAC
ETC#1:	Windstream Western Reserve, Inc.	300666
ETC#2:	Windstream Ohio, Inc.	300665
ETC#3:		
ETC#4:		
ETC#5:		
ETC#6:		

Person to contact for questions:

Name: Jeff Heacox

Phone Number: 501-748-5390

E-mail Address: jeff.l.heacox@windstream.com



For The Year Ended December 31, 2011

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GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.
2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of The FCC Secretary
445 12th Street, SW
Washington, D.C. 20554

Universal Service Administrative Company
2000 L Street N.W. Suite 200
Washington, DC 20036
hcfilings@usac.org

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher
Title: General Counsel

Report 1 - Five-year Progress Report

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

(i) At least ten percent of the end users served in a designated service area; or

(ii) A 911 special facility, as defined in 47 CFR 4.5(e).

(iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

(A) The date and time of onset of the outage;

(B) A brief description of the outage and its resolution;

(C) The particular services affected;

(D) The geographic areas affected by the outage;

(E) Steps taken to prevent a similar situation in the future; and

(F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
300665	08-Feb-11	1:06 PM	OH_GRTT ALM031: CAT SET GRTT CCS7 SITE TOLL ISOLATED	defective edgeline card newark south office	Local	GRTTOHXA	Replaced faulty hardware	1,409
300665	25-May-11	4:57 PM	OH_PLNG: DEFAULT ESMA444: PLNG MVIE 01 1 IDT = PCLX	We ended up moving the NTBX01BA from MVIE 1 1 25 to MVIE 1 1 3. We were able to load and rts MVIE 1 1 3. I rts'd all the subtending IDT's off of the sma2. MVIE 1 1 25 is still mmb and will not load or rts. We will trouble shoot that issue tomorrow. Service RST 2:42 pm, As best as can be concluded....Replaced 20amp Switch module Main Bay	Local	PLNGOHXA	Replaced faulty hardware	861
300665	27-Oct-11	10:35 AM	REPT SM=9 CALL PROCESSING ISOLATED FROM OTHER SMS	Fuse to resolve Outage / reset breakers	Local	GRVIOHXA	Replaced faulty hardware	7,601

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300665	03-Nov-11	1:49 PM	OH_NORTSE: SESS REPT SM=8 ISOLATED FROM AM/REPT SM=9 ISOLATED FROM AM	HSM=9 to RSM=8 communication restored by performing manual isolation on RSM=8.	Local	GRVIOHXA	Replaced faulty hardware	3,619
300666	24-Jan-11	6:07 AM	OH_FRVW OHMRTW SRI200: SRLK (NT4T09) FRVW PE 04 2 04 0 LAST LINK TO REMOTE BEING REMOVED	excerise in DSX jack in Fairview cleared errors. monitored for 4 hours no errors. closing.	Local	MRTWOHXA	Scheduled additional testing	526
300666	14-Feb-11	12:08 PM	OH_WDLDSE REPT SM=21 ISOLATED FROM AM	110214123926 S570- 2099708053 11-02-14 12:39:23 509305 SED_MON woodland A REPT COMMUNICATION RESTORED: AM TO RSM=21	Local	KGVLHXA	Replaced faulty hardware	2,760

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300666	11-May-11	8:00 PM	OH_FRVW OHMRTW SRLK FRVW PE 04 2 08 0 LAST LINK TO REMOTE BEING REMOVED	spans restored while testing Bruce called and said that he worked with transport and changed out a dsx card in the fiber portion. He Worked with Dale. And that cleared the trouble.	Local	MRTWOHXA	Scheduled additional testing	917
300666	14-May-11	12:13 AM	OH_FRVW_OHMRTW SRI200: SRLK (NT4T09) FRVW PE 04 2 10 0 LAST LINK TO REMOTE BEING REMOVED		Local	MRTWOHXA	Replaced faulty hardware	519

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300665	08-Feb-11	1:06 PM	OH_GRTT ALM031: CAT SET GRTT CCS7 SITE TOLL ISOLATED	defective edgeline card newark south office Kyle called in and stated that the remote restored while they were testing the DS3 in OH_FRVW. Joel R. in	Local	GRTTOHXA	Replaced faulty hardware	1,409
300666	13-Jun-11	3:52 AM	OH_FRVW OHMRTW SRI200: SRLK (NT4T09) FRVW PE 04 2 08 0 LAST LINK TO REMOTE BEING REMOVED	Transport stated that he is showing the DS3 in OH_FRVW clean now. Restoration time 7:59 AM EDT.	Local	MRTWOHXA	Scheduled additional testing	515

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300666	14-Jun-11	12:52 AM	OH_FRVW OHMRTW SRI200: SRLK (NT4T09) FRVW PE 04 2 10 0 LAST LINK TO REMOTE BEING REMOVED	Talked to Jim Neco in Transport... he was showing errors on the DS3 to Morristown. Bruce in OH_FRVW called and stated that Morristown was restoring itself. Verified in the switch it was coming back up INS. Came back up in service at 2:15 AM EDT.	Local	MRTWOHXA	Replaced faulty hardware	515
300666	23-Jul-11	3:25 PM	OH_COOL_OHRDVL IFC525: LCMC (NT6X51) RDVL LCE 01 1	Kirk reseated 51 and 52 cards and restored.	Local	RDVLOHXA	Replaced faulty hardware	464

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300666	05-Oct-11	8:32 AM	OH_COOL:OHCHES:OHRD VL:OHTPPR: SRI200: SRLK (NT4T09) COOL PE 06 6 12 0 LAST LINK TO REMOTE	KIRK WAS REPLACING THE POWER SUPPLY IN BAY 6 SHELF 4 CAUSING THE CKT BREAKER TO TRIP; WHICH CAUSED THE SERIAL LINKS TO THE REMOTES TO GO DOWN; HAD TO RESEATED THE 51 AND 52 CARDS TO RESTORE THE REMOTE PER AL	Local	COOLOHXA	Scheduled Outage	1,150

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				PER TECH/WHEN HE ARRIVED, COMM AC POWER WAS OFF, GENERATOR TRANSFER HAD FAILED, SWITCH WAS RUNNING ON BATTERIES UNTIL THE BATTERIES DRAINED. BREAKERS HAD TRIPPED. HAD TECH TO RESEAT THE BREAKERS, BUSIED THE LRNG, RETURED, DNLD THE LCMC'S AND RESTORED T				
300666	28-Dec-11	3:40 AM	OH_FRVW_OHOLWS_OH ATRM		Local	OLWSOHXA	Replaced faulty hardware	872

Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
300666	HTBGOHXA	1	Cable full, added new plant
300666	PRMNOHXA	1	Cable full, added new plant

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
300665	CHFDOHXA	1
300665	CLSTOHXA	2
300665	CVTNOHXA	1
300665	DELTOHXA	1
300665	ELYROHXA	1
300665	ELYROHXB	1
300665	ELYROHXD	0
300665	ELYROHXE	1
300665	GRTTOHXA	3
300665	GRVIOHXA	2
300665	HETHOHXA	1
300665	HNVROHXA	2
300665	KNTNOHXA	1
300665	LGRNOHXA	1
300665	NPLSOHXA	1
300665	NRVLOHXA	1
300665	NWRKOHXA	0
300665	NWRKOHXB	1
300665	NWRKOHXC	1
300665	NWRKOHXD	2
300665	PLHLOHXA	2
300665	PLNGOHXA	2
300665	STLSOHXA	2
300665	STPROHXA	2
300666	ASBGOHXA	1
300666	ASHTOHXA	0
300666	ASHTOHXC	0
300666	ASHTOHXD	0
300666	AURROHXA	1
300666	BLDLOHXA	2
300666	BNBGOHXA	1
300666	CHESOHXA	2
300666	CHRDOHXA	0
300666	CMLDOHXA	3
300666	CNTBOHXA	2
300666	COOLOHXA	3
300666	DRSTOHXA	2

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
300666	ECLROHXC	2
300666	FRVWOHXA	3
300666	GENVOHXA	2
300666	HDSNOHXA	1
300666	HIRMOHXA	2
300666	HNCKOHXA	1
300666	HPDLOHXA	2
300666	HTBGOHXA	2
300666	KGVL0HXA	2
300666	LTHCOHXA	2
300666	MDSNOHXA	2
300666	MLFDOHXC	1
300666	MRTWOHXA	2
300666	MSPTOHXA	2
300666	MTVLOHXA	2
300666	NRFD0HXA	1
300666	NWBYOHXA	2
300666	OLWSOHXA	3
300666	PIRPOHXA	2
300666	PNSLOHXA	1
300666	PRMNOHXA	2
300666	PRRYOHXA	2
300666	PWPNOHXA	1
300666	QKCYOHXA	3
300666	RCCKOHXA	2
300666	RCFDOHXA	1
300666	RDVLOHXA	2
300666	RSSLOHXA	2
300666	THSNOHXA	2
300666	TMBLOHXA	2
300666	TWBGOHXA	1

Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules

§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

Response:

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

Report 6 - Company Price Offering Report

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

Report 7 - Holding and Operating Company Report

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

Report 8 - Tribal Land Information

§ 54.313(a)(9) To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

- (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- (ii) Feasibility and sustainability planning;
- (iii) Marketing services in a culturally sensitive manner;
- (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.11.

Report 9 - Areas with no Terrestrial Backhaul Certification

§ 54.313(g) Areas with No Terrestrial Backhaul. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by Federal Communications Commission satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response: No certification required. Windstream does not rely on satellite backhaul for its network.

Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

SAC	SPIN#	Exchange	Res Local Service Charge	State SLC	State USF	Manditory EAS Fee	Loops
300665	143030766	CHESTERFIELD	7.45	0.00	0.00	0.00	177

Annual Report Certification

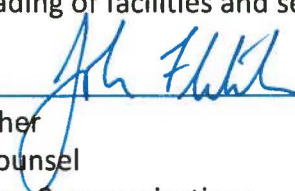
June 26, 2012

In accordance with FCC 11-161 ¶581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

- 1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
- 2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.
- 3) Windstream has established operating procedures for emergency situations that will allow it to remain functional §54.202(a)(2).
- 4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.



John Fletcher
General Counsel
Windstream Communications
4001 Rodney Parham Rd.
Little Rock, AR 72212

Dated this 21 day of June, 2012

SUBSCRIBED AND SWORN to before me this 21 day of June



Notary Public : Sandra Blade

My Commission Expires: 8-2-16

